

7700

EZ-MATE PC DOWNLOADER

Operation and Installation Manual



Subsidiary of Pittway Corp.
149 Eileen Way, Syosset, NY 11791

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Notice

The material and instructions covered in this manual have been carefully checked for accuracy and are presumed to be reliable. However, Fire Burglary Instruments, Inc. assumes no responsibility for inaccuracies and reserves the right to modify and revise this manual without notice.

It is our goal at Fire Burglary Instruments to supply accurate and reliable documentation. If a discrepancy is found in this documentation, please mail a photocopy of the corrected material to:

Fire Burglary Instruments, Inc.
% Software Support
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Syosset, NY 11791

Warranty and Service Information

The Fire Burglary Instruments model 7700 EZ-Mate PC Downloader software has been tested on a variety of IBM™ Personal Computers and IBM Compatible computers when equipped as specified. Fire Burglary Instruments makes no warranty that this software will run on all machines that claim to be IBM Compatible, and is not obligated to, but may at its own discretion, provide technical support or seek to resolve any incompatibilities.

Technical Support

Contact Fire Burglary Instruments at (800) 645-5430, Monday through Friday, 8:00 AM to 8:00 PM Eastern Time.



HOW TO USE THIS MANUAL

This manual contains information for both EZ-Mate experts, and first time users. In order to get the best use out of your investment in this software and the best utilization out of your Fire Burglary Instruments family of downloadable control/communicators installed in the field, please take the time to read this manual and the Installation and Programming Manuals for the associated control/communicator products.



After following the instructions in the System Installation and System Startup sections of this manual, users can be using EZ-Mate within a few minutes.



Entries that you are supposed to type and keys that you are supposed to press are shown in a font that looks like keyboard keys.



When two keys are separated by hyphens -

Hold down the first key and then press the second key.

In the example above you would hold down the  key and press  then release both keys and continue following instructions.

Selecting from Menus

Menus appear throughout the EZ-Mate PC Downloader system. When procedures ask you to "select" a menu item:

- Move the cursor (highlighted box) to the desired menu item with the arrow keys.
- Press .
- To return to a menu from a selected item, press .

Important Information

Paragraphs in borders contain important information. It is essential that you read and understand these paragraphs. They contain information essential to the operation or setup of the downloading system.

On-Line Help

Press  from anyplace in the system to display the on-line help screen.

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INTRODUCTION

The EZ-MATE PC based Downloader is a complete programming system for the downloadable products manufactured by Fire Burglary Instruments. The system combines custom software with an IBM or IBM compatible personal computer and a HAYES SMARTMODEM 1200 to perform programming and various remote control functions on these downloadable products. (See section 2.2.7 for an explanation of the need for a HAYES SMARTMODEM 1200.)

Features and Capabilities:

- Maintains customer account information in a database on the hard disk for easy access.
- Remotely programs or retrieves existing system programs from the downloadable family of control/communicators using a modem and standard telephone line.
- Performs remote commands controlling various system operations to the downloadable systems in the field. These commands, based on the model of the control/communicator, can include: arming/disarming of the alarm system, bypassing/un-bypassing of protected areas, reading the status of zones or supervisory conditions, control panel relay activation, and viewing recent system activity.
- Generates hard copy reports of customer information, downloading system parameters and alarm system activity.
- Easy to learn "user-friendly" screens with extensive on-line operator help facilities.
- Operator security access codes and authorization levels controls access to certain areas and certain high level functions within the Downloading Software. Prohibits unauthorized access in multi-user systems.
- Secure Communications between the Alarm Company and the customers control/communicator using state of the art communications and error detection techniques.

The EZ-MATE PC Downloader does not require a dedicated computer. This PC based system can be installed on a computer already existing within the Alarm Company.

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GETTING STARTED

Getting Started provides information to assist you in setting up your computer, before you start loading the EZ-MATE PC Downloading software.

Before You Begin

The EZ-Mate Downloader package should contain the following:

- The EZ-Mate Downloader Operations Manual
- The EZ-Mate program diskettes
- Software registration card

Check now to be sure that you have all of the contents of the EZ-Mate Downloader package. If your package is not complete, call your distributor or Fire Burglary Instruments (See Software Support in this manual).

System Requirements

Computer

IBM or compatible personal computer with at least a 286 processor and a speed of at least 8 megahertz and a disk size of at least 20 megabytes. The system must be running MS-DOS or PC-DOS operating system revision 3.3 or higher..

The computer system can be one that is already in use within your company. If choosing between several computers within your organization you should probably select a computer with 3 or more megabytes of available space on the hard disk and then locate it for easy access to the personnel responsible for daily operations and with access to the telephone line you will use for downloading.

Monitor

Monitor and Driver board - Monochrome, Color, EGA, VGA and SVGA monitors can be used with EZ-Mate. The system utilizes color, if available, but does not require it. The Downloading software has been used on laptop computers without difficulty.

Memory

A minimum of 640K of RAM.

Computer I/O Ports

A Parallel port is standard for the printer options of the EZ-Mate software; however, the print options can be directed to other outputs including dos files. (See the Printer Installation section of Chapter 3.)

A serial port is required for the use of an external modem. The serial port options are: COM1, COM2, COM3, COM4.

Disk Drives

A hard disk drive is required for the EZ-Mate Downloader system due to the size of the program files and the expanding size of the database files as you

add customers. When first installed the EZ-Mate system uses approx 1.75 megabytes of space on the hard disk. In addition, one 3.5 or 5.25 inch floppy drive is required for the EZ-Mate Software Installation.

Printer

A printer (optional but recommended) can be used for hard copy report generation. While a parallel printer is standard, in most cases, any existing operational printer can be used with the EZ-Mate Downloader. At setup, you can specify the following printer port parameters (DOS Commands): PRN, LPT1, LPT2, COM1, COM2, COM3, COM4, including existing hard or diskette drives.

Modem

Fire Burglary Instruments exclusively recommends the use of the HAYES SMARTMODEM 1200 (external type) for use with our EZ-Mate Downloader software. **If you are unable to obtain a HAYES SMARTMODEM 1200 you will need to purchase an 7702 Modem Interface from FBII which interfaces with other selected modems to permit downloading.** The Hayes modem was selected because it is the industry standard. Although there are modems which claim to be compatible, we have been selective in qualifying them for use with the Fire Burglary Instruments software. Modems which claim to be Hayes compatible are missing an important feature which has allowed Fire Burglary Instruments to design it's downloader software to insure greater integrity in its's communications.

All of Fire Burglary Instruments' downloadable control panels are designed with built-in Answering Machine Detection (AMD). The Fire Burglary Instruments control panels are dormant on the telephone line, until they sense an incoming RING SIGNAL. After the first ring, a relay is energized which enables the control to "listen". If an answering machine, or a person, picks up the incoming call, the control attempts to distinguish the sound of the modem and also specific data which would have been sent ONLY if the calling modem was a HAYES SMARTMODEM 1200 driven by the Fire Burglary Instruments EZ-Mate Downloader software. If the CORRECT sequences are identified, the control panel performs line seizure, which cuts the answering machine out of the line, and permits the downloading process. **Note: there may be some problems with phone lines equipped with special services such as voice mail, caller ID and some fax machines.**

The operation of this design has been so successful that FBII has it under patent, and many other manufacturers continue to attempt to copy it. As stated above, this method of AMD was designed with the HAYES SMARTMODEM 1200 which is the industry leader. While we are aware that other modems cost less and claim to be HAYES COMPATIBLE, they are not always 100% compatible. In most cases these other modems will not release the critical data stream until too late.

7702 Modem

The 7702 Modem Interface, available from FBII permits a limited number of

Interface

additional modems to be used for downloading. It also supports local downloading without the need for a telephone line.

Telephone Line

The EZ-Mate Downloader requires a dedicated telephone line capable of both incoming and outgoing calls.

The telephone line is sometimes referred to as the call-back number. The call-back number must be a direct outside line capable of incoming and outgoing telephone calls. This line will be used for communications between the EZ-Mate Downloader and the FBII downloadable control/communicators installed by your company. The callback number is separate from and *can not* be the same as your receiver lines in the central station.

The callback number should not go through a switchboard unless the line, on an incoming call, can be routed directly to the Downloader (modem) without intervention.

System Security


Due to the confidential nature of the information stored by the downloader, it is advisable to take precautions to secure the computer and software (including backups) from unauthorized access.

During the installation of the downloader program, you will be asked for a six digit Master ID Code. This number is entered one time only and it is recommended that you record this number and keep it in a secure place for possible future use. This number may be needed if anything goes wrong with the installation or operation of the EZ-Mate Downloader.

The security code is used by all of your database files. This means that your customer database files can only be used on a system that has been installed with the same six digit Master ID Code. If you plan to run the downloader program on more than one computer, the Master Code must be the same on all machines. This will allow you to transfer the database files from one computer to another.

System Components

Operations Manual

This manual contains information ranging from product overview, system requirements, and system installation, to system operation, database maintenance, and troubleshooting (software support). The manual does not attempt to cover each control panel. The on-line help  is designed to walk you through individual panel programming questions.

Diskettes

The EZ-Mate Downloader software is available on both 5.25 and 3.5 inch diskettes. We ship 3.5 inch diskettes as our standard.

Registration Card

Fire Burglary Instruments may introduce new versions of this product that incorporate additional features and capabilities. In the future, update diskettes will be distributed only to those customers who have mailed in the software registration card enclosed with each package. Please complete the enclosed, postage paid registration, and return the card to Fire Burglary Instruments. This will insure that future revisions and technical updates are sent on an automatic basis.

The standard model 7700 EZ-Mate Downloader and subsequent updates are distributed on 3.5 inch diskettes. If 5.25 inch diskettes are desired, please contact Fire Burglary Instruments and indicate this preference on your registration card for future updates.

SYSTEM INSTALLATION

Before installing the EZ-Mate Downloader software onto your computer, read **Protecting Your Diskettes**.

System installation sets up the computer to the requirements of the EZ-Mate Downloader software. **To assure proper installation it is strongly recommended that Automatic Installation be used.**

This manual assumes that you are somewhat familiar with the operational aspects of your computer system. Please refer to your computer hardware manuals for the specifics of your equipment.




You will probably use this section only once, however, if you change computer equipment or install future software revisions you may need to repeat some of the steps.

Starting Your Computer

C:> is used to represent the DOS prompt in this manual, but your prompt may look different.

Use the following procedure to start your computer (or the normal procedures for your system).


The EZ-Mate Downloader software requires that date and time are set correctly before the program can be run. If the date and time are incorrect at the time the program is run, the computer will prompt you to set them. Use steps 2 and 3 to do so, or consult your computer system documentation. Many computer systems have a battery supported clock. It is not necessary to set the date and time if they are correct.







1. Open the floppy disk drive door(s) and turn the computer on. With some computers you may also need to turn the monitor on with a separate switch.
2. Type the date (if requested) in the format mm-dd-yy and press . For example, if the date is March 1, 1995, type  and press .






If you are not prompted for the date, verify that it is correct.

Type  at the DOS prompt and press .

The screen will display the current date and will prompt: Enter new date (mm-dd-yy): follow step 2.

3. Type the time (if requested) in the format hh:mm and press . For example, if the time is 3:18 p.m., Type

 and press . The time is entered in military time, if you are not familiar with military (24hr) time see Appendix A.

If you are not prompted, type  at the DOS prompt and press . The screen will display the current time and will prompt:> Enter new time: follow step 3.

When the date and time are correct, the DOS prompt appears. You are now ready to install the EZ-Mate Downloader software.

Prior to installing the software it is advisable to create a backup copy of the original program diskettes. For instructions see the section in this manual, Protecting Your Diskettes.

Determine Directory Conflict

Before we begin we will check the hard disk to determine if there is a directory name conflict.

If a \PC directory already exists and is used for a purpose other than the EZ-Mate Downloader, You should use another directory name of your choice, perhaps \EZ or \FBII.

At the DOS prompt C:\> type   and press .

If the computer responds with
Invalid Directory
C:\>

You do **NOT** have a directory conflict and it will simplify troubleshooting, software support and future updates if you use the default directory of \PC.

If the computer responds with
C:\PC>

You DO have a directory conflict and you should NOT accept the default directory in the instructions below. Select a different directory name that does not conflict with any existing directories on your hard disk, perhaps EZ or FBII would work for you.

Automatic Installation

Automatic Installation creates a directory named \PC and copies the program and data files into the new directory.

The automatic installation may alter the CONFIG.SYS file on your hard drive if necessary for program operation. This installation will set FILES=20 (and

BUFFERS=20) unless they are already set higher. Refer to your DOS manual for more information on CONFIG.SYS, FILES and BUFFERS.

If the CONFIG.SYS file is altered it will be necessary to re-boot the computer before the EZ-Mate Downloader program can be run.

The following automatic installation procedure uses drive A: as the diskette drive. Use any other diskette drive by substituting the drive designation letter for the A: in the procedures that follow.

1. Insert the EZ-Mate Program diskette into drive A and shut the door.
2. From the DOS prompt C:\> type **A:** and press **ENTER**.
3. From the DOS prompt A:\> type **INSTALL** and press **ENTER**. This runs the EZ-Mate install program.
4. When the screen prompts you, enter the destination drive and data path in the format [drive]:\ [directory name] and then press **ENTER**.
Example, **E:\PC** and then press **ENTER**.

This specifies where the E-Mate Software will be installed on your hard disk. While using the factory default of \PC simplifies future updates, troubleshooting and software support, it is recommended that you specify a directory not already in use on your system (unless you are updating your existing EZ-Mate Downloader Software at this time).

If you do not know if a \PC directory already exists, abort the installation by holding down the **CTRL** key and pressing **C**. Then see the section above on determining directory conflict.

If the directory name you selected (or the factory selected directory name) does not exist on your computer, answer **N** to the question CREATE? that appears on the screen. The install program will create a directory for you and proceed to decompress and transfer the program files. IF THE DIRECTORY ALREADY EXISTS, THIS QUESTION WILL NOT APPEAR. Select **N** if you wish to select another directory name. To abort the install program hold down the **CTRL** key and press **C**.

5. When the installation procedure is complete a message will appear asking you if you want to run the EZ-Mate Downloader or quit the installation program. Press **N** to run PC or press **Q** to quit.

Before selecting either of the above options, read System Startup, Running the Downloader in this manual.

The computer name of the EZ-Mate Downloader program is PC.EXE. To run the Downloader program type **PC** and press **ENTER**. If the program does not run, re-boot the computer by holding down the **CTRL** and **ALT** keys and pressing **DEL**. **This is only necessary the first time you run PC and only if the CONFIG.SYS file was altered by the automatic installation program.**

Manual Installation

Manual Installation should be used only if the Automatic Installation procedure has failed. For most applications Automatic Installation provides the simplest way to install the EZ-Mate Downloader system.

Prior to installing the software it is advisable to create a backup copy of the original program diskettes. See Protecting Your Diskettes in this manual.

In order to proceed with manual installation you must be familiar with DOS or your operating system. Manual installation will require the use of several DOS utilities. If situations arise where the commands used in this manual are ineffective or inappropriate for your computer system, consult your DOS manual (or computer manual) for assistance.

1. Make a directory for the downloader program on your hard drive.
2. Manually copy the program files from the factory disk (or your backup copy) into the new directory.
3. From the DOS prompt inside your directory on the hard disk, type **EZPC** and press **ENTER**. When the process is complete, proceed to step 4.
4. From the DOS prompt inside your directory on the hard disk, type **EZPC2** and press **ENTER**.
5. Check the CONFIG.SYS file and make sure that FILES=20 or greater and BUFFERS=20 or greater. Alter it if necessary, then reboot the system.

Modem Setup

The modem required for proper operation of the EZ-Mate Downloader system is the HAYES SMARTMODEM 1200. Although many modems claim to be "Hayes Compatible" they may not function properly in conjunction with the Fire Burglary Instruments' products.

If you do not have a HAYES SMARTMODEM 1200 you will need a 7702 Modem Interface Module available from FBII to interface with other selected modems.

Connections

Connect the external Hayes modem to the serial port of your computer. Use the proper cable for your modem and computer. Serial ports are specified as Communication (COM) ports. Any of the following COM ports can be specified: COM 1, COM 2, COM 3 or COM 4 as your serial port. For specification regarding the serial ports available on your system, consult your computer hardware manuals.

DIP Switches

The external HAYES SMARTMODEM 1200 has a bank of dipswitches located behind the front cover of the modem. These dipswitches set the operating characteristics of the modem and must be set correctly for proper operation of the EZ-Mate Downloader package.

These dip switches must be set for the following options:

<u>SWITCH #</u>	<u>SETTING</u>	<u>PARAMETER OPTIONS</u>
SW 1	Up	follows DTR status
SW 2	Up	result code = words
SW 3	Down	result code displayed
SW 4	Up	echoed in command state
SW 5	Down	auto-answer disabled
SW 6	Down	CD = actual result
SW 7	Up	telco jack type
SW 8	Down	command recognition enabled
SW 9	Up	Bell 212A
SW 10	Up	DTR hang-up cmd state

For further information consult the modem instruction manual.

Telephone Line

Connect the telephone line cord to the modem (see your modem instructions) and to an active telephone jack. This telephone line will be referred to as the CALLBACK number. The callback telephone number must be a direct outside line capable of incoming and outgoing phone calls. This line will be used for communications between the computer and the downloadable alarm control/communicators installed by your alarm company. The callback number **cannot** be the same as the receiver lines in the central station.

The callback number should not go through a switchboard unless the line, on an incoming call, can be routed to the downloader modem without intervention. Avoid sharing lines with fax machines.

Before the EZ-Mate Downloader program can actually call a control panel

remotely the modem parameters must be defined in the CS setup section of the downloader program (see System Setup in this manual).

Printer Installation

The EZ-Mate Downloader program provides for optional hard copy print-outs of customer records, system setup parameters and account event logs through a **parallel** printer.

In most cases, any existing operational printer connected to the computer can be used with the EZ-Mate Downloader.

The print function offers an option to output the report to the parallel printer file (PRN) or any desired drive and file name. You can specify the following printer port parameters: PRN, LPT1, LPT2, COM1, COM2, COM3, COM4. If the report is output to a file then the drive and filename must be specified using DOS syntax.

For further information on connection of the printer, consult the computer hardware manual and the printer manual for your system.

Protecting Your Diskettes

Prior to installation of the EZ-Mate Downloader on your computer system, it is recommended that you back up the original program diskettes onto other diskettes (using DISKCOPY, BACKUP or other DOS commands). This insures the integrity of the original diskettes.

It is also suggested that you **write protect** the original diskettes before you make the copy. Write protecting a diskette keeps DOS from writing information onto that diskette. You can copy the data from the diskette but you cannot alter or erase any information on the diskette.

To write protect a 3.5 inch diskette, make sure that the write protect tab (the small movable square of plastic in the bottom left corner of the diskette) is **not** covering the hole. For the 5.25 inch diskettes use a write protect tab to protect the diskette. The write protect tab is a small stick-on label. Put half of the write protect tab over the notch on the right side of the diskette and fold over the tab so it sticks to the other side. If you do not have the write protect tabs provided with your diskettes, you can substitute a small piece of tape or other label stock.




Store the original EZ-Mate Downloader diskettes in a safe place. Keep them away from magnetic fields and in a cool dry place.



SYSTEM STARTUP




Starting Your Computer



Use the following procedure to start your computer (or use the normal start-up procedures for your system.).

C:\> is used to represent the DOS prompt in this manual, but your prompt may look different.

1. Open the floppy disk drive door(s) and turn the computer on. With some systems you may also need to turn the monitor on with a separate switch.
2. Type the date (if requested) in the format mm-dd-yy and press . For example, if the date is March 1, 1995, type  and press .

If you are not prompted, type  at the DOS prompt and press . The screen will display the current date and will prompt: Enter new date (mm-dd-yy): follow step 2.

3. Type the time (if requested) in the format hh:mm and press . For example, if the time is 3:18 p.m., Type  and press  (the time is entered in military time, if you are not familiar with military (24hr) time, see Appendix A).

If you are not prompted, type  at the DOS prompt and press . The screen will display the current time and will prompt: Enter new time: at this time follow step 3.

When the date and time are correct, the DOS prompt appears. You are now ready to run the EZ-Mate Downloader software.

Many computer systems have a battery supported clock. It is not necessary to set the date and time if they are correct.

The EZ-Mate Downloader software requires that date and time are set correctly before the program can be run. If the date and time are incorrect at the time the program is run, the computer will prompt you to set them. Use steps 2 and 3 above to do so, or, consult your computer system documentation.

Starting EZ-Mate For the First Time

When you run the downloader for the first time there are several options that can only be chosen at this time. If you are not running EZ-Mate for the first time see the next section; Running EZ-Mate.

1. Change to your EZ-Mate Directory; from the DOS prompt C:\> type

C D I P C and press **ENTER**. If you named the directory something other than PC, then replace the "PC" with the directory name you used.

At this time you have the option to determine the data path for the downloader database files. You can choose another drive and/or directory to store the database instead of using the main downloader directory. In most cases it is not necessary to specify another data path for the downloader database files.

If you wish to proceed to run the downloader program without specifying an alternate data path go to Step 2a.

If you wish to specify a different data path go to Step 2b.

2a. To start the EZ-Mate Downloader program type **P C** and press **ENTER**; or if you are currently running the install program press **P**. Proceed to Step 4.

2b. To Specify a different data path start the EZ-Mate Downloader program with the Path option; type **P C I P** and press **ENTER** or if you are currently running the install program press **D**, then **C I** and press **ENTER** to get the DOS prompt, then type **P C I P** and press **ENTER**.

3. When the Data Path Option screen appears, type the full path name for the directory where you want the database to be stored. Example: To store the database in a subdirectory of the PC directory called data you would type the following: **C:\PC\DATA** and then press **ENTER**. If you specify a directory that does not exist the screen will prompt "Path does not exist! Create (Y/N)". Press **Y** to create the directory and continue running the downloader program. Press **N** if you made a typo and want to select another path name, or hold down the **CTRL** key and press **C** to quit.

4. At this time the Screen will prompt "PLEASE ENTER 6 DIGIT MASTER ID CODE >". Type your 6 number code and press **ENTER**. **This 6 digit code provides some protection against unauthorized access to the database files (and the backups to the database files).**

This number is entered only once and you should write it down and store it in a secure place for possible future use. It is part of the data protection system and if something goes wrong with the installation or operation of your downloader system it will be necessary to use it to access your previously stored database files.

If the Downloader program displays the "MAIN MENU", the program is

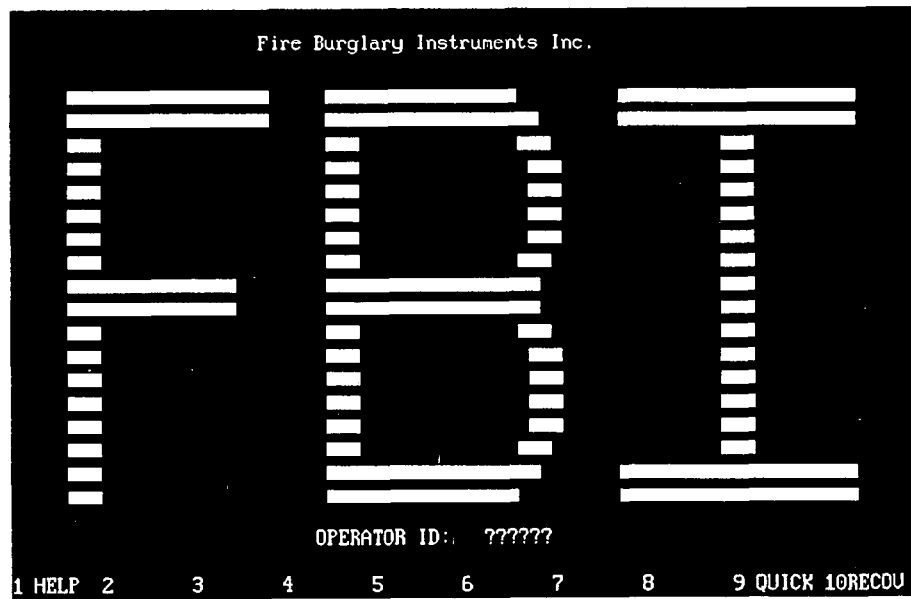
running; Proceed to System Basics of this manual

MAIN MENU																			
EZ-Mate Downloader																			
Fire Burglary Instruments Inc. Copyright (c) 1995 Pittway Corp.																			
FBI Domestic - Version 9.51																			
Account Maintenance																			
System Setup																			
Database Backup																			
Database Restore																			
Unattended Communications																			
Sign Off																			
System Exit																			
1	HELP	2		3		4		5		6		7		8		9	QUICK	10	RECOU

Run EZ-Mate

This section describes how to start and run the EZ-Mate PC Downloader. If this is the first time you are starting the program see the previous section.

1. Change to your EZ-Mate Directory; from the DOS prompt C:\> type **C D V P C** and press **ENTER**. If you named the directory something other than PC, then replace the "PC" with the directory name that you used. If you have questions about the change directory command, refer to your DOS manual.
2. Type **P C** and press **ENTER** to start the EZ-Mate Downloader program. If the downloader program displays the Main Menu (see figure above) or the Operator Logon (see following page) the program is running; proceed to System Basics for further



information about the program.

SYSTEM BASICS

This section describes the screen layout and keyboard entry conventions used throughout the EZ-Mate PC Downloader program.

Screen Layout

Each screen within the EZ-Mate Downloader program is composed of the following attributes.

Fixed Fields Fixed fields are those areas on the screen that cannot be changed. These include: screen headings, titles, instructions, and default values. Fixed fields generally appear at a lower intensity on a monochrome monitor or a particular color on a color monitor.

Variable Fields Variable fields are those areas of the screen that permit data entry or which display previously entered, customer specific, information. When a screen is accessed, the system will display the fixed fields for that screen along with the current data in the variable fields. For example, if the operator requests the User Definition screen for a particular customer, the screen would appear detailing the User codes that have been defined for that customer.

Data entry is performed by moving the cursor to the desired variable field. The position of the cursor indicates the field currently being modified. Pressing the Enter key will move the cursor to the next variable field on the screen. The maximum length of the variable field is displayed when moving the cursor from field to field. Cursor movement can also be performed with the arrow keys.


Function Keys Function keys are used to perform certain commonly used procedures within the EZ-Mate Downloading program. Their general meaning is described on page 5-5 in the Function Key section of this manual. However, the bottom line of each screen displays and defines the valid function keys for that screen.

System Messages System messages, including input error indications, will appear on the line above the function key display. These messages are generally accompanied by a low buzz sound from your computer.

Keyboard Keys

The main section of your keyboard looks very much like a typewriter and all of the keys can be used in the downloader program.

Keyboard Section

 - The Shift Key activates the Upper case version of the alphabet keys and the character that appears on the top portion of the non-alphabet keys. EZ-Mate accepts either upper case or lower case letters.




Backspace - The Backspace is located above the Enter key and is designated with a -. The backspace key moves the cursor back one space but *does not* erase the previously entered character. To change a character to a new value erase the error by holding down the Ctrl key and pressing G. The backspace will not move the cursor out of the current field.



- The Enter key completes the data entry of a variable field and moves the cursor to the next variable field on the screen. When you press enter, the input field is checked for correctness. If an error is detected the cursor will remain in that field until a valid entry is made for that field. If the Enter key is pressed when the cursor is on the last variable field on the screen the cursor will move to the first variable field.

On some keyboards, the Enter key is known as the Return, or the carriage return CR key.

Space - The large key located at the bottom of the keyboard section is known as the Space Bar. This key inserts an empty space as the next character in the variable field. The Space Bar can be used to delete existing characters one at a time. The space bar will not move you out of the current field.

The Space Bar is used for data entry in multiple choice fields. Pressing the space bar will toggle through the available choices. For example: in a YES/NO field, successive use of the space bar will change the field from YES to NO and then back to YES. Once the desired choice is displayed, leave the field by using one of the cursor control keys,    etc. **The Space Bar also accesses the Pop-up menu for any variable field with a ">" next to it.**

Caps Lock - The Caps Lock key forces all alphabetic characters to appear as capital, or upper case, letters. An indicator light on your keyboard lights whenever the Caps Lock key has been pressed and Caps Lock is active. Pressing the Caps Lock key again will put the keyboard back into normal entry mode.







EZ-Mate accepts and maintains both upper and lower case characters where applicable. Case does not affect the search capabilities of the system.





- The Esc key is used to exit from the current screen or function. It will return you to the previous level of access within the downloader program.

Home - The Home key moves the cursor to the first variable field on the screen. The first variable key is typically labeled 1.

Number Pad


The numeric keypad section of the keyboard contains the numbers  -  along with cursor control characters     keys. For some keyboards it may be necessary to insure that the Num Lock key has not been pressed to obtain use of the arrow cursor control keys.


Number Lock - The Num Lock key selects whether the numeric keypad section will be used for numerical digits or for cursor control. If the Num Lock key has been pressed the keys in this section are the numbers  - .


The Num Lock indicator light will be lit whenever the keypad is in the numerical mode. Pressing the Num Lock key will reverse the status of the number lock mode. If the keypad is left in the numerical mode, and there are no dedicated cursor control keys, you must either press the Num Lock key to take you out of numerical mode or depress the shift key and then press the desired cursor control key.


It is recommended that the Num Lock function be left off, unless you have a keyboard with a separate block of cursor control arrow keys.

Screen Control Keys


 - the Pg Up key jumps backwards through a sequence of screens within the system. After reaching the first screen in a sequence the PgUp key will wrap-around to the last screen in the sequence.


 - The PgDn key jumps forward through a sequence of screens within the system. After reaching the last screen in a sequence the PgDn key will wrap-around to the first screen in the sequence.


 - The Esc key is used to exit from the current screen or function and return you to the previous level of access within the downloader program.

A menu displaying the key commands described in this section can be retrieved by pressing the  QUICK key.


Cursor Control Keys

 - The Up Arrow key moves the cursor to the nearest variable field vertically up from the current position. Usually this will move you to the previous numbered data entry field.

 - The Left Arrow key will move the cursor to the nearest variable field to the left of the current position. Usually this will move you to the previous numbered data entry field, depending on screen layout.


 - The Right Arrow key will move the cursor to the nearest variable field

to the right of the current position. Usually this will move you to the next sequential field, depending on screen layout.

 - The Down Arrow key will move the cursor to the nearest variable field located vertically down from the current position. Usually this will move you to the next sequential field depending on screen layout. If the screen contains columns of data the Down Arrow will move down through the column.

End - The End key moves the cursor to the last variable field on the screen or column.


Home - The Home key moves the cursor to the first variable field on the screen. The first variable field is typically labeled 1.

 - The Enter key completes the data entry of one variable field and moves the cursor to the next field on the screen. Upon pressing the Enter key the input field will be checked for correctness. If an error is detected the cursor will remain in that field until a valid entry is made for that field. If the Enter key is pressed when the cursor is in the last variable field on the screen the cursor will move to the first field on the screen.

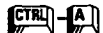
On some keyboards the Enter key is known as the Return, or the carriage return CR key.

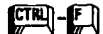
Field Control Keys

Certain special cursor control keys are used to modify the information within a data entry field. These commands affect the field where the cursor is currently located. These special control keys require you to hold down the Ctrl key and then press the appropriate letter key from the following list.

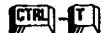
 - Erases the entire data entry field.

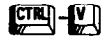
 - Erases the character at the cursor location.

 - Moves the cursor to the previous word within a field.

 - Moves the cursor to the next word within a field.






 - Moves the cursor to the previous character.

 - Erases the entire word at the cursor location.

 - Toggles the insert mode, within the current field, allowing the insertion of characters within a field.

Insert - The Ins key toggles the insert mode, within the current field, allowing the insertion of characters within a field. It is equivalent to Ctrl V.

Function Keys

The EZ-Mate PC Downloader program has assigned dedicated function keys used throughout the system. The function keys appear on your keyboard as  through  or perhaps . The EZ-Mate system only uses  through . The exact location of these keys depends on the keyboard supplied with the computer system.

Function Keys are used throughout the downloader program to perform commonly used operations. Each downloader screen displays the valid function keys on the bottom line. They are numbered from 1 through 10 and the text located to the right of each number indicates the function key name. The operations that the function keys represent may vary from screen to screen.

If the field is blank, then that function key is not valid for the screen currently displayed. Pressing an invalid function key will be ignored.

The function keys have been designed to be uniform throughout the system and perform common operations without the need for complicated series of keystrokes.

- Help

The F1 function key is designated for HELP. It provides the user with useful information about the current screen and the field where the cursor is located. Pressing F1 will cause the current screen to be replaced by the help screen information.

Pressing any key, while the help screen is displayed, will return the system operator to the original (previous) screen with the cursor at the original (previous) field location.

The help screens have been defined for all screens and fields within the EZ-Mate downloader program and provide an on-line user manual.

- Previous

The F2 function key is designated for PREV. It will obtain the previous value based on the type of screen. Some of the customer programming areas require multiple screens to define all of the programming options. This applies specifically to the Account Maintenance Screens such as Zone Definition, Alarm Types, and

Trouble Types.





The PREV function key will scroll backwards through the sequence of repeating screens. For example, the PREV key used from the Zone Definition screen will display the previous zone's programming attributes.

The PREV function key is also used for searching the database, from the Account Maintenance or Account Master Information screens, for the last customer record that matches the input value. These Search fields are identified by brackets [] surrounding the fields (see FIND F3 function key).




- Find

The F3 function key is designated for FIND. It is available on the Account Maintenance or Account Master Information screens for searching the database and retrieving the customer that most closely matches the input value. The search fields are identified by brackets [] surrounding the input field. These search fields are: [Customer Number], [Name], [ZIP Code] and [Search Field].



EZ-MATE DOWNLOADER ACCOUNT MAINTENANCE		Action >> Find/Make Account
1. Account #	[0]	
2. Name	[]	
3. Address		
4. City		
5. State		
6. Zip Code	[00000]	
7. Search	[]	
8. Device Type	> Not Selected	
9. Panel Revision	> _____	
10. Precise Phone		
11. Comments 1		
12. Comments 2		
Dates:		
Last Modified	Never	
Last Downloaded	Never	
Last Uploaded	Never	
Last Printed	Never	
1 HELP 2 PREV 3 FIND 4 NEXT 5 ABORT 6 DIR 7 8 9 QUICK 10 RECDU Over		

To find a specific account in the database, press  - the FIND key. A Search Screen will appear with the available Search Fields which allows you to enter the criteria that you choose to search by. After the data is entered, press  and the screen will display the first record that matches. If the account displayed is not the one you were trying to find press  the NEXT key to find the next match. You can press  the


NEXT key successively until you have retrieved the customer you have been searching for.


After the  - Find function is used the  PREV and  NEXT functions can be used to scroll forward and backward through the database.

- Next


The  key is designated NEXT. It will display the next value based on the type of screen. This is similar to the PREV function , except the next value is displayed rather than the previous value.

The NEXT function key will scroll forwards through the sequence of repeating screens. For example, the NEXT key used from the Zone Definition screen will display the next zone's programming attributes.

The NEXT function key is also used for searching the database, from the Account Maintenance or Account Master Information screens, for the next customer record that most closely matches the input value. These Search fields are identified by brackets [] surrounding the fields (see FIND  key).




For example, the name field on the Account Maintenance screen is a search field. If the name SMITH was entered into the field, and a find was performed via , EZ-Mate would find the first Smith in the database, pressing NEXT would display the next Smith, etc, until you reach the end of the Smiths. Similar searches can be performed with the other search fields.

Abort


The  key is designated ABORT. The ABORT key will remove the system operator from the current screen and return them to the previous level in the downloader program. Generally, the previous level will be the menu screen for that function.

The ABORT key will cancel the function being performed on the current screen (similar to the ESC key, see Screen Control Keys in this manual) and exit you to the previous level. If there were any changes made to the variable data fields on the current screen they WILL NOT BE SAVED. If you wish to save the changes made to that screen, press ESC instead.

- Dir

The Dir key will display a list of all customers entered in the data base, you can browse through the data base using your   arrow keys. Press  to select.

- Quick

The  key is designated QUICK. The QUICK key will display a quick reference screen which describes the screen control and cursor movement actions of the EZ-Mate Downloader.

EZ-MATE PROGRAMMER QUICK REFERENCE			
CURSOR CONTROL		DATA ENTRY CONTROL	
ENTER	Move to next field	DEL	Deletes previous Character
HOME	Move to the first field	CTRL-Y	Erases entire field
END	Move to last field	CTRL-A	Moves cursor to prev. word
Down Arrow	Move down one field	CTRL-S	Moves cursor to prev. letter
Up arrow	Move up one field	CTRL-D	Moves cursor to next letter
Left Arrow	Move left to next field	CTRL-F	Moves cursor to next word
Right Arrow	Move right to next field	CTRL-U or INS	Toggle Insert mode
		F9This Screen.....
		F10	Recover previous field value
SCREEN CONTROL		SCREEN LAYOUT	
PG DN	Adv to NEXT screen	>	Indicates multiple choice field
PG UP	Advance to the PREV screen		(press space bar for choices)
ESC	Screen Exit	[]	Indicates Indexed Search Field
		Line 24	- System errors and prompts
		Line 25	- Valid function keys
DEPRESS ANY KEY TO RETURN TO ORIGINAL SCREEN			

SYSTEM OPERATION

Overview

This section describes all the system wide features, central station parameters, system access, system security, and the basic customer data screen which acts as the jumping off point for the device specific parameters for this account. The device specific entries include device access and programming parameters. Actual screen pictures may vary as the software is updated.

Operator Logon

The Operator Logon screen appears as the first screen during normal operation of the PC Downloader. It will not appear if you have not specified any operator log-on codes in the Operator Maintenance section of the System Setup Menu. If no operator codes are present the Main Menu will appear,



The operator log-on screen supports 6 character alpha-numeric log-on codes. Each log-on is assigned a security access level which controls the information that can be accessed and what operations can be performed. (See operator maintenance in this section of the manual).

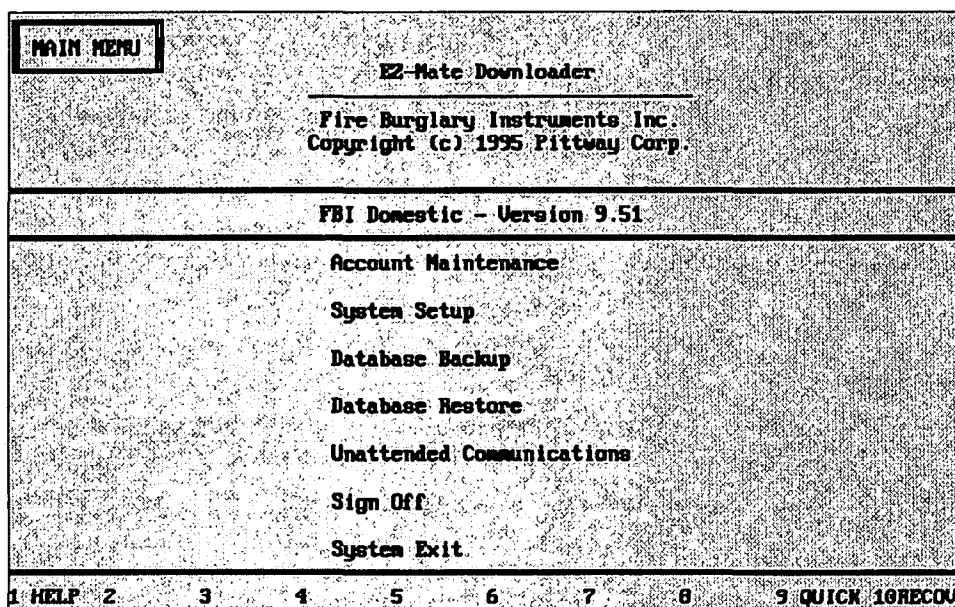
To log in, type your individual Operator ID and press . Example if your operator ID is JS you would type and press . Each time you type a character a dash "-" will appear in place of the actual character. This protects the security of your Operator ID code. If you typed it correctly the system would bring you to the main menu screen. If you made an error the screen will display "Sign-on ID not Found" and you can try again.

Main Menu




The name of each EZ-Mate PC Downloader screen is displayed in the upper

left corner of the screen. The Main Menu is the first screen displayed after you log-on to the system. From the main menu you can move to any of the following options:

- Account Maintenance
- System Setup
- Database Backup
- Database Restore
- Unattended Communications
- Sign-off
- System Exit



Each of these menu selections is reviewed in this section of the manual. If this is the first time the EZ-Mate PC downloader program is being run, go to the system startup before selecting any of the Main Menu options.

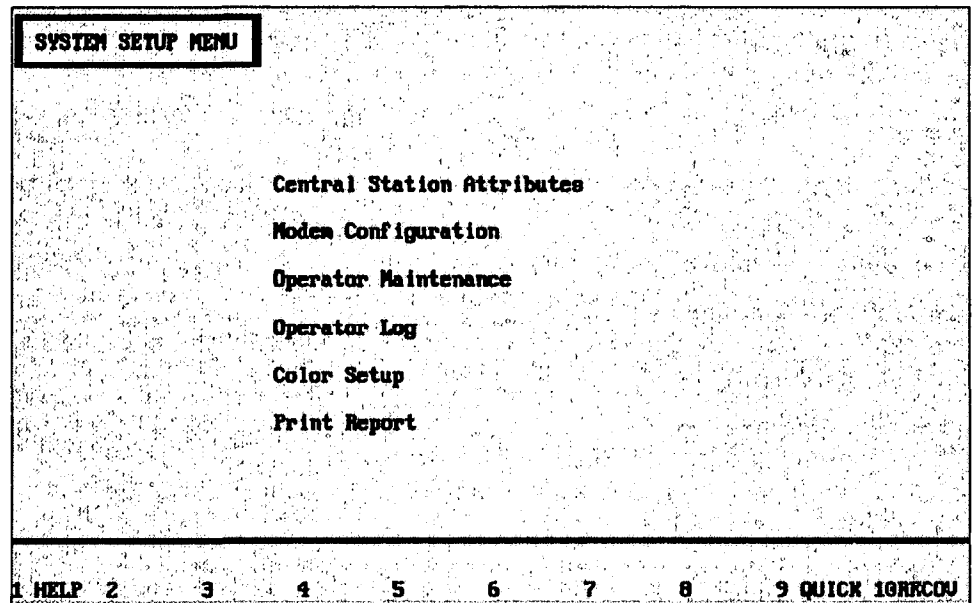
To choose one of the Menu items, use your  and  arrow keys to highlight the desired option and then press .

We will skip the Account Maintenance option for now and start with the System Setup, to assure that the system is configured to best support your operation.

Some Setup Options must be specified before selecting other Main Menu options in order for the PC Downloader program to operate correctly. Read the entire System Setup Section before proceeding.

System Setup

The System Setup Menu options allow you to configure the system to match your computer hardware and your system needs. These options include communication attributes, operator maintenance, and color adjustment. System Setup options can only be accessed by the highest level system operators.



Central Station Attributes

The Central Station Attribute screen is used to define the communication attributes for all of the customers within the EZ-Mate PC Downloader database. This includes general information such as the alarm company name and address along with the callback number, the central station receiver numbers and the modem installation options.

The telephone numbers listed on this screen should be entered to suit the majority of the customers that will be programmed with the EZ-Mate downloader software. The telephone numbers, Installer Code and CS ID Number will be used as default values for each customer when you create a new account. They are automatically inserted into the proper places in the account record and can be changed for those customers who do not fit these default values. If you wish you can leave these default values blank on this screen, which will **require** the data to be entered individually for all accounts.

CENTRAL STATION ATTRIBUTES	
1.	CS Name
2.	CS Address1
3.	CS Address2
4.	CS Callback Phone
5.	CS Dump Phone
6.	CS #1 Phone
7.	CS #2 Phone
8.	CS ID #1
9.	Installer Code
10.	Enable Operator Log > No

1 HELP 2 3 4 5 ABORT 6 7 8 9 QUICK 10 RECDU Over

This section must be configured to match your computer system and peripherals.

If you make changes to the Central Station Attributes screen it may be necessary to "Re-Initialize" the modem when selecting Remote Operations with the EZ-Mate Downloader. Prior to each outgoing call the screen will give you the opportunity to re-initialize. Select "y" if changes have been made to the Central Station Attributes screen since your last downloader call.

The Central Station Attributes are numbered and used as follows:

1. CS. Name
2. CS. Address
3. CS. Address

These are provided to enter the name and address of the Central Station and are used on reports.


Enter the data in each field and press  to move to the next field.

4. CS. Callback Phone

The callback number is an *optional* phone number that acts as a second layer of security for communication to downloadable control panels in the field.

Callback Operation - The control panel hears an incoming call and will answer the phone on the programmed ring count (or during Answering Machine Detection, AMD) and connect to the downloader. The downloader sends the panel the CSID. If the CSID of the downloader matches the CSID in the control panel, the panel will allow full access of the downloader program. However,


if the panel has been programmed with a **Callback** number the panel will hang up and immediately "callback" the computer. This second layer of security prohibits access from a location, other than your own, by someone who may know your CSID.

Enter the Callback Phone number, if desired, to be used as a default value for all accounts and press .

Be aware, that if you enter a callback phone number here, all accounts will be set up with callback number enabled unless you override this feature when programming the individual panel. If you do not want to enable this second level of security for all accounts you should leave this field blank and enter it for those accounts which you wish to provide extra security to.

5. CS. Dump Phone


The Dump Phone Number is used for certain control panels (device types) that can automatically dump a log of the previous events to a remote modem and printer. Consult the documentation provided with the control panel for specifics regarding the dump features of each system, including the Autodump feature.

Enter the Dump Phone Number, if desired, to be used as a default value for all devices types with that option and press .

6. CS. #1 Phone

7. CS. #2 Phone

These are the primary and secondary central station receiver phone numbers which will automatically be inserted as the defaults when a new account is created. If you have several receiver lines you may choose to leave these phone numbers blank and enter the appropriate number or numbers for each customer.


Enter the phone number(s) for Central Station Receiver line(s) 1 and 2. Press  after each entry.

8. CS ID

The Central Station ID (CS ID) is the first line of security for your EZ-Mate PC Downloader. It is hidden from all system operators except the highest level operators (level 0). It is a six digit numerical code that is used for downloading security. It prevents other alarm companies with the EZ-Mate PC Downloading program from gaining access to your company's accounts. Therefore, this code should be kept secret. This CSID should be

written down and kept in a safe place, perhaps with your original factory diskettes and your 6 digit Master ID Code that protects your EZ-Mate database files from unauthorized access.

The CSID Number is typically the same for all of your accounts (but can be unique for each one). If entered here it will be automatically inserted into new accounts as they are created. If you choose to use individual CS ID codes for each customer you will have to have some method for remembering which ID you have programmed into the control panel so you will be able to contact the panel if your database is damaged or destroyed.

Enter the 6 digit CSID Number and press . Record it in a safe place.

9. Installer Code

The Installer Code is used by the alarm installer or service technician to gain access to the programming mode through the keypad at the panel site. Each of the downloadable control panels has the option to program through the keypad; some have the option to disable keypad programming.

The Installer Code is used by the control panel for keypad programming security. It prevents other companies from gaining access to your company's accounts, unless they have your Installer Code. It is beneficial to keep the Installer Code secret, however, with employee turnover it is almost impossible to accomplish. The Installer Code is typically the same for all of your accounts but it can be unique for each one. If you chose to have unique codes, thus increasing security in case of employee turnover, you will have to enter the code for each account and have some method for keeping track of these codes and giving them to installers and technicians on an as needed basis.

The Installer Code is entered as a 6 digit numerical entry. For some of the downloadable control panels only 4 digits are required. For those systems, the first 4 digits will be used.

Enter the 6 digit Installer Code, if desired and press .

10. Modem Type


The Modem Type option allows selection between the Hayes 300/1200 and the RS232 type modem output. Toggle the options by pressing the space bar.

You must select Hayes 300/1200 for proper operation with the modems that are compatible with the EZ-Mate PC Downloader.

Toggle the options with the space bar until Hayes 300/1200 is displayed and press  to select.

11. Modem Port

The modem port option allows you to select which serial communications port will be used by the downloader program. You can select either COM1, COM2, COM3 or COM4 to match the setup of your computer equipment and modem.

Toggle the choices with the space bar and use your arrow keys as necessary until the proper COM port is displayed, then press  to select.


12. Modem Dial Type

The modem Dial Type option allows you to select either Pulse or Tone dialing. Select the type of dialing to match the capabilities of your modem and your telephone line.

Toggle the options with the space bar and press  to select.

13. Modem Speaker

This option selects whether the modem's internal speaker will be: active only during the time the modem is dialing, on during the entire time the modem is active or whether the modem's speaker is always off. This option can be used for troubleshooting. It can help identify the cause of some problems experienced with remote connection to the control panels in the field. It is suggested that this be set for speaker on during dialing as a standard setting and then changed to help troubleshoot if problems are encountered with a specific panel.

Toggle the options with the space bar and when the option you prefer is displayed, press  to select.

14. PBX Dial

This allows you to enter a prefix that will automatically be dialed by the modem. This should be used if specific numbers need to be dialed before an "outside" line is obtained (like a PBX type telephone system). If left blank, the phone number in the account record will be dialed with no extra digits. This does not replace the 1 needed for long distance calls.

Enter the proper predial prefix, if needed, and press .

If any changes are made to the Central Station Attributes screen it is necessary to "Re-Initialize" the modem when selecting Remote Operations with the EZ-Mate PC Downloader. Prior to each outgoing call the screen will give you the option to re-initialize, select "Y" if changes have been made to the Central Station Attributes screen since the last downloading call.

Press  to exit the screen and save the Central Station Attributes.

Operator Maintenance

The Operator Maintenance Screen is where operator log-on codes are entered and operators are assigned access levels. Only high level operators (levels 0 and 1) have access to the operator maintenance screen.

In the example below, an operator with security level 1 is logged on to the system and the logon for the level 0 System Master Operator has been blocked from access. The level 1 operator can only see access codes for levels 1 - 3. The level 0 operators can see all access codes. Level 2 and 3 do not get any screen display.

OPERATOR MAINTENANCE		
Operator	Level	Comment
1.	0	System Master ID.
2.	3	
3.	3	
4.	3	
5.	3	
6.	3	
7.	3	
8.	3	
9.	3	
10.	3	
11.	3	
12.	3	
13.	3	
14.	3	
15.	3	
16.	3	

Security Levels

0 = CSID Access
1 = User Codes
2 = Up / Down Loads
3 = Data Entry Only

1 HELP 2 3 4 5 ABORT 6 7 8 9 QUICK 10 RECOV Over

The fields and their functions are as follows:

Operator ID The system allows the entry of up to sixteen different Operator ID codes. An operator must have a valid ID code in order to log-on to the EZ-Mate PC Downloader program. The Operator ID Code is a six character, alpha-numeric, code which must be unique and should be kept secret from all other system operators. The ID Code can be less than 6 characters.

Enter the ID and press .

Authority Level Each operator ID is assigned an authority/access level. This level determines what information can be accessed by this operator and what operations can be performed.

The levels of Authority are as follows:

0 Full access to the Downloader program. No restrictions.

1 No access to these areas or functions:

CSID Number

Operator Log

2 No access to these areas or functions:

CSID Number

Operator Log

System Setup Options

Database Backup/Restore

Installer Code

3 No access to these areas or functions:

CSID Number

Operator Log

System Setup Options

Database Backup/Restore

Installer Code


Remote Connection (Uploading/Downloading)

User Codes

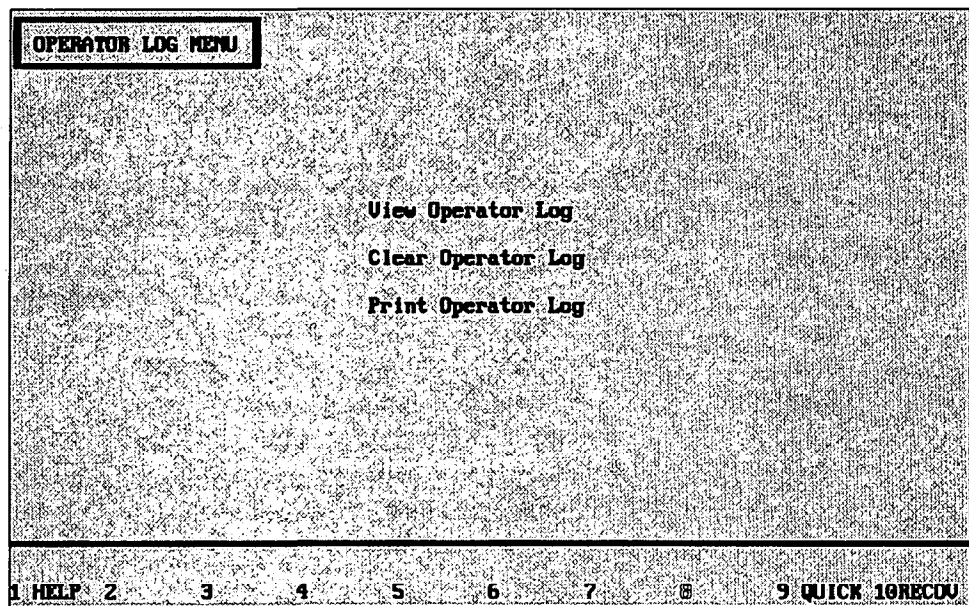
Enter the appropriate Authority Level and press .

Comment Field The comment field can be used to identify the operator. It may be the name of the operator, or other designator, if this Operator ID is used to identify a group of operators.

Enter the appropriate Comment and press .

Press  to exit the screen and save the Operator ID's.

Operator Log The Operator Log provides a history of downloading activities by operator ID. You can view, clear or print the operator log. A daily or weekly review will provide you with a snapshot of the your downloading activity and let you audit your operators actions.

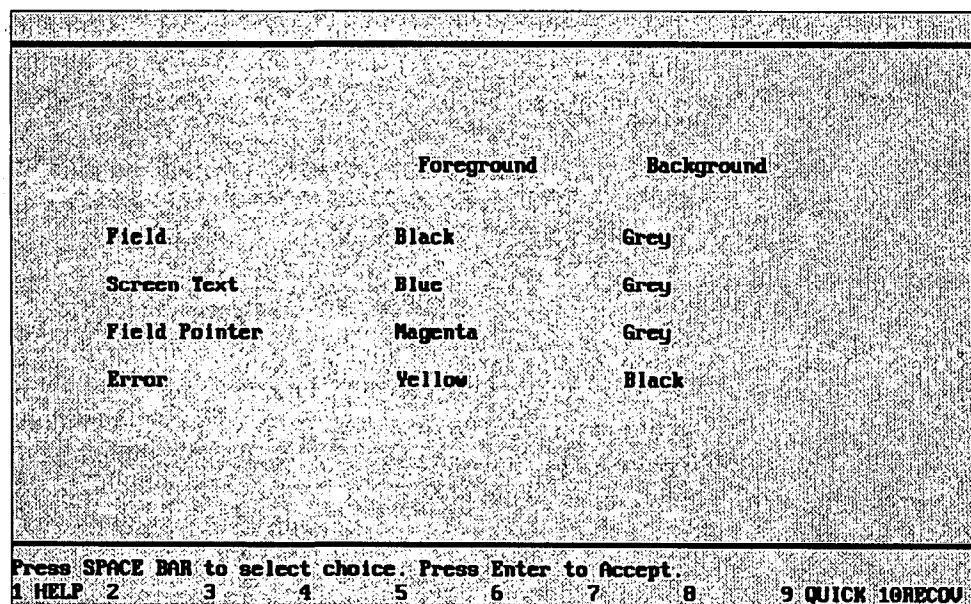


Toggle the options with the space bar until the display shows your choice. Move the cursor to the next option with the ← → ↑ ↓ arrow keys. Press to select your choice.

Press to exit operator log.

Color Setup

The Color Setup Screen allows you to customize the colors of the EZ-Mate Downloader program if your equipment supports it. You can select the foreground and background colors for: fields allowing input, normal screen text, current field pointer showing the cursor position and error messages.

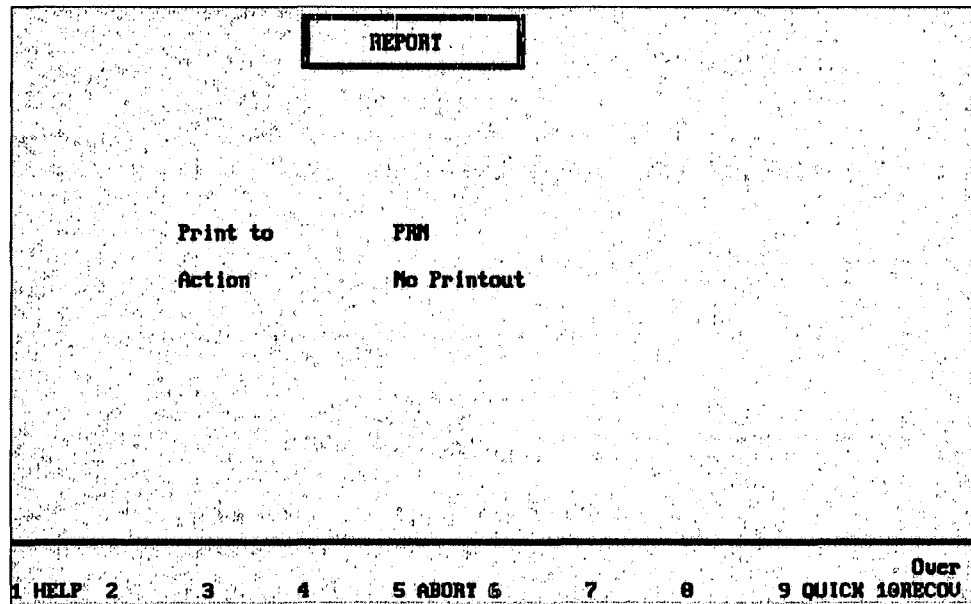


Toggle the options with the space bar until the display shows your choice.
Move the cursor to the next option with the ← → ↑ ↓ arrow keys.

Press  to exit the screen and save your selections.

Print Report

Print Report allows an operator with an authority level of 0 or 1 to print a hardcopy of the System Setup Options. This gives you a record of your setup choices as of a given date. See the following page for a sample report.




REPORT

Print to PRN

Action No Printout

1 HELP 2 3 4 5 ABORT 6 7 8 9 QUICK 10 RECOVER Over

The report screen allows selection of the printer port. The default option is PRN for the standard parallel printer port. You can specify other printer ports, such as, LPT1, LPT2 or a file on your disk by specifying a drive and filename. Example: To save the setup parameters to the hard disk in your \PC directory you would type 

To toggle from the no report option to Print CS Setup press the space bar.

Press  to exit the screen and return to the main menu.

Report Date: 03- 1-95

----- CENTRAL STATION ATTRIBUTES -----

1. CS Name Your Central Station
2. CS Address 356 Main Street
3. CS Address Your Town, NY 11111
4. CS Callback Phone 5551111
5. CS Dump Phone 5552222
6. CS #1 Phone 5553333

7. CS #2 Phone 5554444
8. CS ID 123456
9. Installer Code 363636

10. Modem Type HAYES 300/1200 11. Modem Port COMM 1
12. Modem Dial Type TONE DIAL 13. PBX Dial

----- OPERATOR MAINTENANCE -----

Operator	Level	Comment
1. 123456	0	System Master ID.
2. op1	1	System User #1
3. op2	2	System User #2
4. op3	3	system User #3
5.	3	
6.	3	
7.	3	
8.	3	
9.	3	
10.	3	
11.	3	
12.	3	
13.	3	
14.	3	
15.	3	
16.	3	

----- COLOR DISPLAY -----

	Foreground	Background
Field	Black	Grey
Screen Text	Blue	Cyan
Field Pointer	White	Red
Error	Red	Black

END OF REPORT

Since this report contains your highly confidential CSID, Installer code and operator logons it is recommended that you store it in a secure location.

Account Maintenance

Account Maintenance is where you create each of your customers and it is the starting point of actual downloading. Each of your downloadable alarm control panels represents one customer to the downloading program. Each of these customers will be referenced by a Customer Number. In this section we will cover all aspects of Customer record maintenance, adding, searching, listing, editing, and deleting.

EZ-MATE DOWNLOADER ACCOUNT MAINTENANCE		Action >> Find/Make Account
1. Account #	[0]	
2. Name	[]	
3. Address		
4. City		
5. State		
6. Zip Code	[00000]	
7. Search	[]	
8. Device Type	> Not Selected	
9. Panel Revision	> _____	
10. Premise Phone		
11. Comments 1		
12. Comments 2		
Dates:	Last Modified	Never
	Last Downloaded	Never
	Last Uploaded	Never
	Last Printed	Never
1 HELP 2 PREV 3 FIND 4 NEXT 5 ABORT 6 DIR 7		8 Over 9 QUICK 10 RECOU

The function keys available here are **F1** Help, **F2** Prev, **F3** Find, **F4** Next, **F5** Abort, **F6** Dir, **F9** Quick and **F10** Recov. See the section on Function Keys in this manual for explanations.

Find/Make an Account

When you access the Account Maintenance screen you will be in the Find/Make mode. Note the upper right hand corner of the screen. This allows you to find customers that were previously created or create new customer accounts. The other mode is Edit Current. Edit current has nothing to do with changing the data displayed on this screen. It is the jumping off point for the panel specific programming and initiating a remote session. See Edit an Account below.

Find



To find a customer enter the Customer number in the Customer number field and press **ENTER**. If the account exists it will automatically be retrieved from your database. If the customer number does not exist EZ-Mate assumes you are entering a new account - see Make or Add an Account below.


If you do not know the customer number use the Search function described in this section.







Make or Add an Account


Remember, fields bracketed by [] are searchable and fields prefixed with > have option lists accessed with the space bar.


Customer # - Type the Customer number and press **ENTER**. The Customer number is a 6 digit numeric field. This customer number *does not* have to relate to the account number transmitted to the Central Station in any way. It does have to be unique for each control/communicator in the field. It


may be easiest to relate it to your Central Station Account Number, if so, you can designate your receiver and line numbers with two characters and use the last four characters as the Central Station Account Number. Example: Account 1234 goes to Receiver 1 line 1. Customer number could be 111234. If you use multiple Central Stations you might choose to use 2 digits to identify the Central Station. Example: Account 1234 is monitored by XYZ Alarm Central, you assign XYZ as your Central Station 03, Customer Number could be 031234. Feel free to use whatever system works for you, perhaps you will choose to use your billing number. This is a searchable field. When you press  EZ-Mate asks "Do you wish to create?" Select "Y". Press . EZ-Mate now requires you to satisfy question number 8 which is the next crucial piece of information. After selecting your device type use can use your cursor control keys to move through the other fields.

Use the  Help key if you have any questions about the fields.


2. **Name** - Type the Customer's name and press . This is a searchable field.
3. **Address** - Type the Customer's address and press . This field is not used by the EZ-Mate system it is provided here as a reference.
4. **City** - Type the Customer's city and press . This field is not used by the EZ-Mate system it is provided here as a reference.
5. **State** - Type the Customer's state and press . This field is not used by the EZ-Mate system it is provided here as a reference.
6. **Zip** - Type the Customer's zipcode and press . This is a searchable field, however, it is optional.
7. **Search** - This is an 8 character free form searchable field. You can use it in whatever way you choose. Some examples are: Control type, Customer type (Church, Resid, Comm), City.
8. **Device Type** - press the space bar to get the list of choices. The choice list appears in the upper left hand corner of the screen, use the arrow keys to move through the list to highlight the correct control type and press  to select. You must select a device type in order to continue. **This can only be set one time. If the customer changes control panels you will need to delete the old record and add a new one with the new device type.**
9. **Premise Phone** - Enter the telephone number at the premises that the alarm control panel is connected to. This is the telephone number that the

EZ-Mate PC Downloader program will use when asked to communicate with this customer. Enter the telephone number including area code if required for dialing and press . If it is necessary to dial a 9 to get an outside line it can be entered here for each customer or entered one time for the all customers in the setup screen.


10. **Comments 1** - This is a free form comments field for your use. Enter comment and press .

11. **Comments 2** - This is a second line of free form comments. Enter comment and press .





The Dates are maintained by the EZ-Mate system and include the date the database was last modified, the last download date, the last upload date, and the date last printed.

When you have completed your data entry press  to exit the screen and save your customer.

Initiate Remote Session

To initiate a remote session or to examine the programming data on file for this customer move to the Find/Make Customer field in the upper right hand corner of the screen by pressing the Home key, then press the Space Bar to toggle the choice to Edit Customer. Press  and the EZ-Mate system moves you to the Device Menu for the selected Device Type.

Search for an Account

To Search for an existing account press the  Find key. The computer will display a Search Choice Screen as shown below. The Find function does not work unless you have a customer record displayed on your screen. If you do not know the Customer number for any customer press the directory key . This displays a list of all existing customers. If you do not want to browse through the list with your arrow keys, simply select any account by pressing , when the account is displayed on your screen you can press  to display the Search screen. Your choices are Name, Zip Code, and Search.

SEARCH	
1. Name	[]
2. Zip Code	[00000]
3. Search	[]

1. HELP	2.	3. FIND	4.	5. ABORT	6.	7.	8.	9. QUICK	10. Over
---------	----	---------	----	----------	----	----	----	----------	----------

1. **Name** - Type the name and press . The first account that matches "Pet" will be displayed on your screen. To display the next match for "Pet" press the Next key and the next match will be displayed. Keep pressing until Petrovsky is displayed. To scroll back through the customers found by the Search press the Previous key .

2. **Zip Code** - You must use the complete Zip Code. EZ-Mate cannot search on partial codes. Type the zip code and press .

3. **Search** - This is the optional search field. Type your search code or the first part of the code and press . The first match will be displayed on your screen. Use the Next key to step through all the matches until you find the one you want.

There are three ways to find your customer: type the customer number, select the customer from the directory list or use the search capability .

Account Directory

The Account directory is a list of all the downloadable customers you have in your database. Press to view the list which is in Customer number order. To select a customer use your arrow keys to highlight the Customer and press to select for full screen display.

Total Accounts 000001		ACCOUNT DIRECTORY	Page 001 of 001
ACCT #	Customer Name	Customer Address	Device
012345	Tracy's Auto Repair		XL23
1 HELP 2 3 PG_UP 4 5 ABORT 6 PG_DN 7 8 9 DEL 10			

Edit an Account

To modify the information displayed on this screen, use your arrow keys to move to the field you wish to modify, make the changes and press **ESC** and the system will prompt you with:

Save Updated Customer Account Y

Press **ENTER** to accept the changes, EZ-Mate saves the changes and pops you out to the main menu. If you type **N** and press **ENTER** you exit the screen and return to the main menu without saving your changes.

Delete an Account

The delete option is only available from the Account Directory screen. From the Customer Maintenance Screen press **F6** to display the Account Directory and use your arrow keys to highlight the account you wish to delete and press the **F9** Delete key. This removes the account from your database.

Database Backup

Database Backup allows you to make a backup copy of your current database. You can back it up in a different directory on your hard disk, or make a backup on a floppy disk to store in a secure place. Each time you make a backup you are asked to specify the path for the backup.

DATABASE BACKUP									
Source		C:\WINDOWS\PC951N							
Destination									
1 HELP	2	3	4	5 ABORT	6	7	8	9 QUICK	Over- 10 RECOU

You may want to create a backup on your hard disk and back up to it every time you change your database, you may further want to make a backup to floppy disk once a week and store it off site in case of major disaster.

Source - is your default directory and EZ-Mate displays that for you.

Destination - is where you want your backup to be stored. To store your backup copy in a PC subdirectory called Backup you would type

C:\PC\BACKUP and press **ENTER**.

If the directory you specify does not exist EZ-Mate will prompt you **Path does not exist!**

Create? Y. Press **ENTER** to create the backup directory and make the

backup. If you made a typing error, press **N** and then press **ENTER** and type the correct directory and press **ENTER** to make your backup copy. When the backup is complete your screen will prompt:

<p>BACKUP COMPLETE <any key to continue></p>
--

Press any key to return to the Backup Screen and press **ESC** to return to the main menu.

To backup your data to a floppy diskette in drive A. Type **A:** and press **ENTER**.

Database Restore

In the unlikely event that your database is damaged or scrambled, or if your hard disk crashes it may be necessary to restore your database. If you run EZ-Mate on more than one computer you can make a backup on one and restore it to the other computer to keep the databases the same.

REMOTE COMMUNICATIONS		
Modem Port ComPort # 1	Modem Type Hayes Smartmodem 300/1200 model 07-80038	
Function Resetting Modem		
Connect Status On Hook	Message Count 1	Error Count 0
Load Status = ON HOOK,		

Sign Off

The sign off option logs the current system operator out and returns you to the EZ-Mate PC Downloader logon screen.

Using Sign Off leaves the computer ready for the next person who needs to download a control panel without compromising the security of the last person who used it. The next operator will sign in and have access to only those features they are authorized for.

To maintain security it is recommended that you sign off when leaving your work station.

System Exit

System Exit does just that. It exits the EZ-Mate PC Downloader and returns operation to the DOS system prompt.

If you wanted to start the EZ-Mate PC Downloader again you would have to follow the instructions in the section called **Run EZ-Mate**.

APPENDIX A

24 Hour Clock - Military Time

Midnight	00:00	Noon	12:00
1:00 AM	01:00	1:00 PM	13:00
2:00 AM	02:00	2:00 PM	14:00
3:00 AM	03:00	3:00 PM	15:00
4:00 AM	04:00	4:00 PM	16:00
5:00 AM	05:00	5:00 PM	17:00
6:00 AM	06:00	6:00 PM	18:00
7:00 AM	07:00	7:00 PM	19:00
8:00 AM	08:00	8:00 PM	20:00
9:00 AM	09:00	9:00 PM	21:00
10:00 AM	10:00	10:00 PM	22:00
11:00 AM	11:00	11:00 PM	23:00

The simple rule to remember is: **After noon add 12.**

APPENDIX B

Reporting Formats

Pulse Formats

Dependent on the Panel this field is called various things

Receiver Format

Receiver Type

Format Speed

of Pulses

And the choice list looks something like this:

10PPS, 1400Hz, No Parity	20PPS, 2300Hz, No Parity
10PPS, 1400Hz, Parity	20PPS, 2300Hz, Parity
10PPS, 2300Hz, No Parity	40PPS, 1400Hz, No Parity
10PPS, 2300Hz, Parity	40PPS, 1400Hz, Parity
20PPS, 1400Hz, No Parity	40PPS, 2300Hz, No Parity
20PPS, 1400Hz, Parity	40PPS, 2300Hz, Parity

These are all **PULSE** formats; that means they transmit information by pulsing a tone on the line. 1 Pulse = 1, 2 Pulses = 2, ... surprise! 10 Pulses = 0, since you cannot send 0 pulses, The list above lets you select for three things: speed, receiver acknowledge tone, and error checking method.

SPEED - PPS stands for Pulses Per Second, you have three speed selections: 10PPS, 20PPS or 40PPS. Why would you choose one speed over another? If you have a noisy telephone line the receiver may have trouble decoding a pulse from noise on the line at the higher speed. At slower speeds the pulse itself is longer and therefore easier to distinguish. Slower speeds, means it takes longer to decode each message so select the highest speed that decodes reliably at the Central Station.

ACKNOWLEDGE TONE - Ask your Central Station Manager what Acknowledge Tone the receiver sends out; some receivers will send a series of Acknowledge tones on the same line, in order to get your message through promptly you want to know the 1st Acknowledge Tone.

ERROR CHECKING - If No Parity is selected, the panel sends each message twice and the receiver checks to make sure that both messages are identical. If they are, the receiver acknowledges the receipt of the message and the panel either sends the next message or hangs up. If **PARITY** is selected the panel adds a special calculation to the end of the message and only sends it once. The receiver does the same calculation and compares it to the calculation it received from the panel and if they are identical the receiver acknowledges the receipt of the message and the panel either sends the next message or hangs up.

Additional Options:

FBI 1400, FBI 2300, ADEMC0 Express, ADEMC0 PID, BFSK 1400, BFSK 2300. These are Manufacturer/Receiver Specific reporting formats that offer improved speed and reliability. Check with your Central Station to see if you can use these reporting formats. If you can you should take advantage of the enhanced performance.

Message Format

The standard message formats are used by the Pulse Options discussed above. For the custom FBI and BFSK reporting formats listed above and the others listed in the section on Custom Formats below see the Manufacturers description for message length and format.

Dependent on the Panel this field is variously called

Message Format

Digit Format

Dialer Format

Format

Some panels use two fields to program the two elements involved in this and some only one. It is described here in one section although you may need to use two programming options to select for both elements.

Message Length

In the beginning, there were 3 digit account numbers and 1 digit zones and all events were assumed to be alarms. Thus we have Standard Format (3 X 1). As the industry felt a need to expand on the limits imposed by this format, there have been several additions to this basic structure.

Standard Format (3 X 1) - 3 Account Number Digits, 1 Code/Zone digit. In Standard format only 10 possible messages can be sent for each account number 0-9.

4 X 1 - 4 Account Number Digits, 1 Code/Zone digit

4 X 2 - 4 Account Number Digits, 2 Code/Zone digits

Extended - This format takes the original message and turns the Code/Zone digit into a Code digit Indicating What happened and then sends another message that sends the zone# or zonecode. Example: Account 345 has a Code of E defined for Restorals. An Alarm on Code 3 Zone 3 would be sent as 345 3 where the 3 is the code, the second message uses the code in the account number digits to identify the link and it sends 333 3 where the 3 is the zonecode. On the restoral the first message would be 345 E where the E indicates this will be a restoral message and the second message is EEE 3 where the EEE in the account number digits identify the link and the 3 indicates the zonecode that has restored.

Partial Extended - This format is a hybrid and reduces communication time on Alarm messages. It extends all messages except Alarms. Take the same example as used for Extended above. Example: Account 345 has a Code of E defined for Restorals. An Alarm on Code 3 Zone 3 would be sent as 345 3 where the 3 is the zone code, no second message would be On the restoral the first message would be 345 E where the E indicates this will be a restoral message and the second message is EEE 3 where the EEE in the account number digits identify the link and the 3 indicates the zonecode that has restored.

Custom Formats

FBI Superfast Format
ADEMCO 4 x 1 Express
ADEMCO 4 x 2 Express
ADEMCO 8 Channel
ADEMCO 8 Channel 2 Accounts
ADEMCO 8 Channel 8-15 Duress
ADEMCO PID Format

The FBI and ADEMCO formats use DTMF instead of Pulse codes and require 4 digit account numbers. If your account number is less than 4 digits add leading 0's. If you have selected a DTMF format the Format Speed option is not used.

Message Format - The message format determines the number of account # and event digits. For a description of message formats see the glossary. This defaults to Standard, three digit account number and 1 digit event (commonly called 3x1). See Appendix B for more information. The space bar brings up the choice list.

APPENDIX C

SOFTWARE SUPPORT

Hours of Operation

Customer Support hours are Monday - Friday from 8:00 AM to 8:00 PM Eastern Time.

Our technicians will work with you to resolve any problems you should encounter using the EZ-Mate PC Downloader.